

OUT
Per

MEMORANDUM FOR : Chief, Information Management Support
Staff, Office of Logistics

STAT

FROM :

Chief, Printing & Photography Group

SUBJECT : Reducing Transactional Costs

REFERENCE : DDA memorandum 88-0536, 9 March 1988

1. Following are P&PG's responses to the DDA memorandum concerning the reduction of transactional costs:

ITEM A:

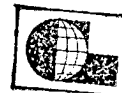
Contract out more of the unclassified printing jobs to enable P&PG to concentrate efforts on the heavy load of classified printing.

RESPONSE

(1) The Office of Logistics, Printing and Photography Group (OL/P&PG) has a program for contracting out unclassified printing jobs when performance of this work impacts negatively on meeting schedules for classified printing requirements. During the past year, three unclassified jobs were contracted out for the Directorate of Intelligence and two for the Directorate of Administration. The customer provided funding for these jobs in four out of five instances.

(2) A major obstacle to increasing the number of unclassified jobs being contracted out is that neither P&PG nor the customer have budgeted funds for outside printing requirements. P&PG is exploring the idea of a shared cost arrangement when performance of printing and bindery work by an outside contractor would result in overall efficiencies to the U.S. Government. In the meantime, P&PG will continue to contract out unclassified printing requirements on a case-by-case basis when funding is available through the requesting components and time constraints dictate.

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ITEM B:

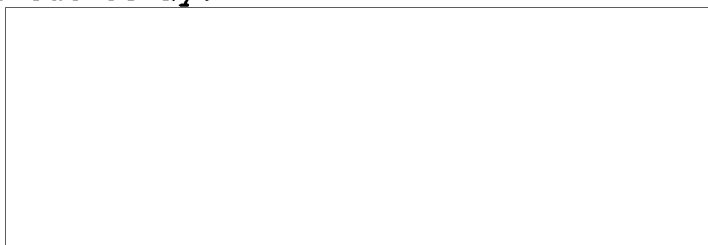
Improve the servicing of copiers and the lengthy process required to get a replacement one.

RESPONSE

3. The Office of Logistics, Printing and Photography Group, Copier Management Program (OL/P&PG/CMP) has made progress this calendar year in improving copier service by reducing the number of vendors providing copier service to the Agency, and improving the rapport with the vendor's service departments. The net result is that overall service response time has decreased. CMP has also provided lockers to four of the major copier vendors for storage of copier repair parts in the Headquarters building. This storage area reduces or eliminates the lead time needed for the copier service technician to order parts by allowing the technician to have an inventory of parts immediately available at all times.

4. CMP has addressed the lengthy process required to replace Agency copiers by implementing a five year copier replacement program that automatically replaces copiers five years old or older. This program eliminates the need for any of the usual paper work to be submitted by the end users. CMP has also identified and received funds to resolve a serious program budgetary shortfall which caused delays in requests for replacement copiers. The additional funding will make it possible to fill all outstanding copier requests and estimated future requests without delay.

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OL/P&PG [redacted] (9 July 88)

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